



PTO/SB/08a/b (08-03)

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**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

(Use as many sheets as necessary)

Complete if Known

Application Number	10/677,113-Conf. #4320
Filing Date	September 30, 2003
First Named Inventor	Robert M. Nagy
Art Unit	2474 2165
Examiner Name	Not Yet Assigned
Attorney Docket Number	29516/38346

Sheet	1	of	1
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U.S. PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code ² (if known)			
JV		US-5,737,726	04-07-1998	Cameron et al.	
JV		US-6,073,138	06-06-2000	de l'Etraz et al.	
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FOREIGN PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T ⁶
		Country Code ³ -Number ⁴ -Kind Code ⁵ (if known)				
JV		WO-WO 99/23591-A1	05-14-1999	Robertson		
JV		NL-NL 1009376 C6	07/1998	Fees et al.		✓

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. ¹ Applicant's unique citation designation number (optional). ² See Kind Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.16 if possible. ⁶ Applicant is to place a check mark here if English language Translation is attached.

NON PATENT LITERATURE DOCUMENTS

Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
JV		International Search Report for PCT/US03/31168 mailed January 9, 2004.	
JV		INTERFACE, "Interaction Enterprise Relationship Management," Administrator's Guide, pp. 1-276, 1998.	
JV		INTERFACE, "Interaction Enterprise Relationship Management," Getting Started Guide, pp. 1-34, 1998.	

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Examiner Signature	/Jacques Veillard/	Date Considered	07/13/2006
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